

A TASTE OF TEACH

Patient Education: TEACH for Success A Blended Learning Course for Clinicians



Presented By
Charlene Powell Puryear, RN,
MSN,CDE,ANP
Certified Diabetes Educator
Jesse Brown VA Medical Center
Chicago, Illinois



Patient Education: TEACH for Success



Philosophy of Course

- ◆ Evidence-based best practice
- ◆ Holistic approach to patient care
- ◆ Patient-centered
- ◆ Patient self-management
- ◆ Partnerships with patients



Philosophy of Course

- ◆ Shared decision making
- ◆ Interdisciplinary process
- ◆ Practical, specific techniques
- ◆ Meets JCAHO standards
- ◆ Goal: improve competencies



Premises of Course

1. Patient education makes a difference
 - clinical outcomes
 - patient & clinician satisfaction



Premises of Course

2. Patient education skills can be learned & mastered with practice



VHA Context

- ◆ Definition of patient education
- ◆ Commitment to shared decision making
- ◆ Commitment to customer service & satisfaction
- ◆ Commitment to patient-centered care



Features of Course

- ◆ Content divided into 5 units
- ◆ Each unit stands alone
- ◆ Can take any or all units
 - Based on self-assessment
- ◆ Can take in any order
 - TEACH sequence is recommended



Features of Course

- ◆ **Blended learning in each unit**
 - self-study using CD-ROM
 - classroom session for practice
- ◆ **CEUs for each unit**



TEACH Course Units

- T** Tune in to the Patient
- E** Explore the Patient's Concerns, Preferences, Needs
- A** Assist the Patient with Behavior Changes
- C** Communicate Effectively
- H** Honor the Patient as a Partner



Course Requirements

- ◆ **Must complete self-study & post-test to enroll in classroom session for that unit**
- ◆ **Get certificate & CEUs upon completion of self-study & classroom components of each unit**



TEACH Course Goals

- ◆ Understand relationship of patient education to improved health outcomes
- ◆ Understand benefits of providing patient education to veterans & families



TEACH Course Goals

- ◆ Understand TEACH framework
- ◆ Use at least 5 techniques in own practice
- ◆ Value patient education



Preview Session

- ◆ Clinician & patient concerns about patient education
- ◆ Assess own patient education skills
- ◆ Course framework & philosophy



Tune in to the Patient

- ◆ Most effective approaches to build rapport with patients
- ◆ How to quickly establish & maintain effective relationships with patients



Tune in to the Patient

- ◆ **Clinician behaviors that help or hinder effective clinician-patient relationships**
- ◆ **Effective listening & questioning skills**



Explore the Patient's Concerns, Preferences and Needs

- ◆ Components of a learning assessment
- ◆ How to assess a patient's level of importance & confidence for a health behavior



Explore the Patient's Concerns, Preferences and Needs

- ◆ 3 quick needs assessment methods
- ◆ How to detect limitations to learning



Assist the Patient with Behavior Change

- ◆ Stages people experience when changing behaviors
- ◆ How to assess the stage a patient is at



Assist the Patient with Behavior Change

- ◆ How to match behavioral change interventions to the stage a patient is at
- ◆ Benefits of matching interventions to stages



Assist the Patient with Behavior Change

- ◆ Consequences of ignoring stages
- ◆ How to identify your own stage of change for using this approach with patients



Communicate Effectively

- ◆ How to incorporate tailoring into your communications with patients
- ◆ How to help patients deal with strong emotions such as fear



Communicate Effectively

- ◆ How to deal with patient ambivalence
- ◆ How to deal with patient resistance



Communicate Effectively

- ◆ Most effective ways to perform demonstrations
- ◆ How to select &/or design effective materials
- ◆ Most effective ways to use patient education materials



Honor the Patient as a Partner

- ◆ Characteristics of effective clinician-patient partnerships
- ◆ How to assess your own & the patient's readiness to partner



Honor the Patient as a Partner

- ◆ How to involve patients in goal setting, decision making, treatment & learning activities



Honor the Patient as a Partner

- ◆ How to incorporate both clinician & patient perspectives into treatment planning to reach mutually agreed-upon goals



Honor the Patient as a Partner

- ◆ How to resolve differences between clinician & patient



TEACH Course Units

- T** Tune in to the Patient
- E** Explore the Patient's Concerns, Preferences & Needs
- A** Assist the Patient with Behavior Changes
- C** Communicate Effectively
- H** Honor the Patient as a Partner